



**STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE**

Policy No. DOC 1.9.5	Subject: VIDEO CONFERENCING SERVICES
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Section 9: Information Systems	Effective Date: 01/18/07
Signature: /s/ Mike Ferriter, Director	Revision Date:

I. POLICY

The Department of Corrections will leverage its video conferencing investment to maximum benefit by decreasing public expenditure for employee travel to and from meetings and training, and increasing public safety by minimizing offender transportation to court appearances.

II. APPLICABILITY

All divisions, facilities, or programs under Department jurisdiction or contract.

III. REFERENCES

- A. 41-5-332; 46-7-101; 46-9-201; 43-12-201; 46-12-211; 46-18-102; 46-18-115; 46-23-218; 46-23-109; *Montana Codes Annotated*
- B. 2.13.106; *Administrative Rules of Montana*

IV. DEFINITIONS

Video Conferencing Services (VCS) – For the purpose of this policy, are those services provided by the Department of Corrections through the Department of Administration including:

- VisionNet – The vendor-provided services used by the DOC and Montana Court System
- MetNet – Montana Education Telecommunications Network
- TeleMed Consortium – Includes REACH (Montana Telemedicine Network; Benefis Hospital, Great Falls), EMTN (Eastern Montana Telemedicine Network; Deaconess Hospital, Billings) and PHTN (Partners in Health Telemedicine Network; St. Vincent Hospital, Billings)
- Point-to-Point conferencing among Department of Corrections video sites

Site Point Of Contact (SPOC) – An employee who is tasked with the responsibility of managing the use of the VCS equipment at each local site.

V. DEPARTMENT DIRECTIVES

A. VCS Responsibilities

1. Information and Business Technology Bureau (IBTB): The IBTB will provide VCS system oversight of the VCS network hardware and software to which VCS equipment is connected. The IBTB must pre-approve all requests for VC equipment purchases.

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2. Department of Administration, Information Technology Service Division (ITSD): The ITSD will provide connectivity and bridging services, manage the VCS, troubleshoot problems, and advocate with the vendor(s) on behalf of the Department of Corrections.
3. Site Points of Contact (SPOC): SPOCs will train local equipment users, ensure equipment security, check the VCS schedule daily, and set up the equipment for approved VCS sessions at least 15 minutes before the session begins.

SPOCs will perform quarterly maintenance checks to include setting up the equipment, dialing a test call, and immediately reporting damaged equipment to the IBTB Help Desk. Individuals or outside agencies that use the equipment must repair and/or replace any equipment damaged as a result of misuse

4. Sites with VCS Equipment: These work units will identify and maintain at least three trained SPOCs, a primary, and the other two alternates. At least one of those SPOCs will be available 24 hours, seven days a week to establish conferences during emergency situations.
5. Requestors: Employees who request the use of VCS equipment will contact appropriate VCS sites to ensure that meeting space and equipment are reserved in advance.

Employees who request PowerPoint presentations and the use of special equipment, i.e., taping the VCS session, must provide at least one week advance notice to the SPOC at the site where the equipment is to be attached. When the requester tapes a session, he or she must remove the tape from the VCR when the session is over.

Other agencies that request to use the VCS network must provide two weeks advance notice to the Corrections Help Desk and receive approval from the SPOC in charge of the requested site.

B. VCS Priority Uses – Listed in order of priority, the following uses take precedence over meetings that are routinely scheduled to use the VCS:

1. Emergency situations will have priority over other VCS network uses and may control the network during emergencies to coordinate responses among work units and other state agencies. The Department director or the Investigation and Compliance Monitoring bureau chief will give instruction for VCS network emergency use.
2. Pre-scheduled training.
3. Inmate court appearances.

NOTE: Facilities possessing more than one set of video conferencing equipment may utilize the VCS for simultaneous sessions for any combination of conference types.

C. VCS Use Requirements

1. SPOCs will approve routine usage requests on a first come, first served basis.
2. To schedule video conferences, the requestor will refer to the map on the following link <http://mycor/Video%20Conferencing/metnetMap.asp> , contact the hosting SPOC, and

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follow up with the SPOC by email to provide the conference date and time, the sites required, and a complete list of invited attendees.

3. Within three business days, the SPOC will process and respond to usage requests, checking the site-specific calendars for conflicts. The SPOC will notify the requestor whether the request can be accommodated on the requested date.
4. In preparation for the video conference, the SPOCs at each participating site will set up the equipment at least 15 minutes prior to the session, check equipment condition, and conduct an operational test. Just before the VC session begins, the SPOC will familiarize the participants with the use of the equipment and provide them with a number to call in case of problems.
5. When the session is over, the SPOC disconnects the call and again checks the equipment's condition and functionality. Any equipment problems will be immediately reported to the Corrections Help Desk at 444-4234.

VI. CLOSING

Questions concerning this policy should be directed to the IT Policy and Strategic Planning Officer.

VII. ATTACHMENTS

None.